Shift Swap Guide

May 2017 • Version 2.0 • All Employees • Global

Objective

This guide outlines the purpose and processes required to use the Shift Swap tool within myPage. Refer to the appendix at the end of this guide to understand which features are available in your country and are applicable to you.

You can also check out the myPage in-app Help when using Shift Swap for more information.

What's Shift Swap?

Shift Swap provides you with more flexibility over your schedule. It offers you the ability to direct swap, search for a swap, release a shift, or pick up a shift as your needs and commitments change.

Shift Swap Types

1. **Direct Swap:** Allows you to swap your shift directly with another team member. It's important to be exact when entering information for a direct swap. Verify that you have the correct employee name, date and start time of their shift before initiating a direct swap.

2. **Search Swap:** Allows you to search for a swap from a pool of shifts made available by other team members who want to swap a shift. Don't see a shift you like? Make your shift available for others to find and let them know when you're willing to work them in return using the Find Me a Swap process.

3. **Release Shift:** Allows you to give up a shift directly to another team member, or offer your shift to the Shift Swap pool for others to find and pick up. Similar to Direct Swap, exact details

are required when entering information to release directly to another team member. Shifts offered to the pool will be made available for pick up through Pick Up Shift.

4. **Pick Up Shift:** Allows you to pick up a shift that has been made available by a manager or by another team member through Release Shift. Any request to pick up a shift made available by a manager will always require manager approval before it can be completed.

> **Note**
> You are still responsible for your original shift until a request is fully approved and the schedule is updated.
>
> Always check the duration of the shift you're swapping for to avoid unwanted changes to your total weekly hours.
>
> The more everyone uses the Find Me a Swap process, the larger the pool of available shifts to swap becomes. This increases the chances of you finding a swap you like.

Additional Details

Guidelines for Shift Swap Requests

- **Availability:** You must be available during the relevant times of a Shift Swap request. Availability for individual days can be specified and adjusted, if needed, during the Find Me a Swap process.
- **Schedule Rules:** A request that violates any country-specific schedule rules (e.g. consecutive days in a row), will be routed for manager approval.
- **Job Roles:** Unless the jobs contained within the shift(s) of the request are normally shared by multiple roles (eg. Mobile or On Point for Genius and Technical Specialist), a request cannot be completed between team members in different roles.
- **Correct Details:** When submitting a direct swap or direct release to another team member, you must enter the correct name of the team member in the request. You must also enter the correct date and start time of the team member's shift that you've agreed to swap for.

> **Note**
> A request will require manager approval due to availability issues and/or schedule rule violations.
>
> A request requiring manager approval will be routed after the other party accepts it.
>
> An error message will display during the submission process for a request in violation of job-related criteria and will prevent you from submitting.

Schedule Management History

The Schedule Management History page in myPage allows you to to view and manage your all of your completed and active Shift Swap requests. Here you can review request details, check on the status of a request, and action a request where needed.

- **Pending:** Your request is pending action with the other party.
- **Submitted:** The request has been accepted by both parties and is pending for manager approval.
- **Open:** Your request is available for other team members to find in the respective Search Swap or Pick Up Shift pools.
- **Incoming:** You have a new Direct Swap request, or a new Pick Up Shift request from someone offering their shift directly to you through Release to Employee. These requests require your action.
- **Approved:** The request has been successfully completed and processed.
- **Returned:** The request has either been rejected by you, the other party, or by a manager.
- **Canceled:** The request has been deleted or is no longer valid.

Email Notifications

Enter your personal email address in myPage receive status notifications about your requests. You can do this in the Settings & Preferences page under myInfo. If you choose not to provide your personal email address, then you must log in to myPage to check the status of your requests in Schedule Management History when you're outside of work.

Frequently Asked Questions

How do shifts become available in Search Swap?
Shifts become available to swap when team members indicate they're willing to swap their shifts through the Find Me a Swap process in Search Swap. When a new schedule posts, you should go into Search Swap to review any shifts you'd like to swap and indicate the days and times you'd like to work instead. This process allows shifts to fill the pool for swapping.

Why can't I see shifts when I'm searching for a swap or looking to pick up a shift?
There are a number of reasons this may occur:

- There are no shifts in the respective pool for that day.
- The available shifts are outside of your availability on particular day.
- You may be scheduled in a job that is outside of your normal role.

I'm a Product Zone Specialist, but I help out in a Backstage role often. Why can't I swap a shift with an Operations Specialist?
The system will only allow you to swap shifts that contain jobs that are normally shared with other roles, such as the Mobile job between Technical Specialist and Genius or the iPhone job between Specialist and Expert. If you're attempting to swap with someone in a different role or department, partner with a manager to discuss this swap.

I just had a request approved, but now I no longer want to swap, pick up, or release a shift. How do I undo?
Once a request has been approved, both parties are responsible for the changes made to their schedules. There is no way to undo an approved request, but Shift Swap can be utilized again to swap, release, or pick up shifts. Partner with your manager to discuss other potential options.

How late can a request be approved or accepted by another employee?
All requests can be completed up until 11:59pm the night before the shift begins. You can decide to cancel an open or pending request at any time through the Schedule Management

History page. Remember, you are responsible for working your original shift until the request is approved and your schedule has been changed.

Why haven't I received an email even though I can see that my request was approved?
Make sure your personal email addressed is correctly entered in the Settings & Preferences page under myInfo. Also, check your junk or spam folder and be sure that the incoming message is not being flagged as such.

When will I see my schedule change?
Your schedule in myPage will be updated immediately to reflect your shift changes once a request has been fully approved.

Can I swap or release part of my shift?
Partial shift requests are not supported at this time. Partner with your manager to discuss swapping or releasing part of your shift.

Appendix

Shift Swap: Country Guidelines

Refer to the table below to understand which Shift Swap features are supported in your country.

Note that while you may still see all Shift Swap icons in myPage, you will only be able to submit requests for those features available in your country.

Country	Direct Swap	Search Swap	Pick Up Shift	Release Shift
United States	✔	✔	✔	✔
Canada	✔	✔	✔	✔
Mexico	✔	✔	✔	✖
Australia*	✔	✔	✔	✔
Japan*	✔	✔	✔	✔
Singapore	✔	✔	✔	✔
China	✔	✔	✔	✖
Hong Kong	✔	✔	✔	✖
Macau	✔	✔	✔	✖
United Kingdom	✔	✔	✔	✖
Germany	✔	✔	✔	✖

France*	✔	✔	✔	✖
Italy	✔	✔	✔	✖
Sweden	✔	✔	✔	✖
Switzerland	✔	✔	✔	✖
Belgium	✔	✔	✔	✖
Netherlands	✔	✔	✔	✖
Turkey	✔	✔	✔	✖
United Arab Emirates	✔	✔	✔	✖

> **Note**
> * Release Shift is only available to non-exempt employees in Australia.
> * Release Shift is only available to non-exempt employees in Japan.
> * Shift Swap is only available to full-time employees in France.